Downloaded from <https://www.velvetjobs.com/job-descriptions/ops-supervisor>

# Example of Ops Supervisor Job Description

Our innovative and growing company is hiring for an ops supervisor. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for ops supervisor

* Performs ongoing training and effectively communicates current or developing process or procedural changes
* Reviews, implements, and/or revises procedural and process changes to improve and establish efficiencies, workflows, and compliance standards
* Interacts with lending staff, auditors, risk management, and compliance to ensure the department is meeting all company standards and expectations
* Responsible for achieving satisfactory audit and examination results for the staff’s areas of responsibilities
* Reports on team’s productivity, volume, and performance
* Works with Accounting to ensure staff’s reconciliation variances are cleared within 15 days and provides and trains staff with the proper tools and knowledge to conduct research
* Consistently looks for opportunities to build tools and resources for staff growth, empowerment, and accountability standards
* Must have working knowledge of each job function within the area of responsibility
* Collaborates with the loan ops systems administrator, management and IT on various initiatives, changes, or projects impacting the staff that is aimed at process improvement or efficiencies
* Ensures adequate and proper staff coverage is in place to meet deadlines

## Qualifications for ops supervisor

* Demonstrates excellent time management, organization skills and attention to detail
* Demonstrates ability to communicate with Sales Leadership Team and associates
* Demonstrates proficiency with computer
* Schedule flexibility to include evenings, weekends, holidays, and non-business hours
* At least four years of progressive, professional experience applying fundamental concepts, practices and procedures in payroll administration
* At least one year in a supervisory or lead payroll role